

Christopher Paul **CPTD**

Senior Learning & Development Leader

PROFESSIONAL SUMMARY

Senior learning and development leader with 20-plus years of experience modernizing learning operations, scaling digital learning ecosystems, and applying AI-enabled workflows to improve speed, quality, and business impact. Proven record reducing costs, improving engagement, and building scalable learning foundations that support enterprise capability, adoption, and performance.

EXPERIENCE

Advisor / Director – Global Learning & Development

Elanco Animal Health · Indianapolis, IN

May 2019 – April 2026

Led learning strategy for global supply chain transformation initiatives in a GxP-regulated environment, partnering across business, change, HR, and functional teams to build scalable learning solutions, governance standards, and workforce readiness programs supporting enterprise systems adoption across 150-plus sites. Managed a \$300K annual budget and delivered measurable gains in proficiency, compliance, engagement, and cost efficiency.

- Reduced annual program spend from \$500K-plus to \$300K by shifting from a vendor-dependent content model to an internal AI-enabled content workflow, generating \$175K in first-year savings and sustaining \$200K-plus in annual savings thereafter.
- Reduced learner seat time 25% and increased engagement 15% by piloting AI-guided personalized learning paths within a blended learning model.
- Use analytics from a 250-course feedback system to prioritize redesign decisions, improve content clarity, and achieve 94% learner satisfaction across SAP-related learning programs.
- Expanded enterprise training reach to 10,000-plus employees across 150-plus sites and six languages by shaping training strategy and execution for two multi-year SAP migration projects.
- Established scalable global learning models, role-based curricula, governance practices, and ways of working that improved consistency, quality, and adoption across transformation initiatives.

Independent Learning & Development Consultant

Self-Employed / Multiple Client Engagement

2016 – May 2019

Provided learning strategy and consulting for financial services and federal government clients, translating business priorities into talent management programs, leadership development initiatives, system training, and change enablement solutions.

CONTACT

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Indianapolis, IN

CORE COMPETENCIES

- AI-Enabled Learning Design
- Content Strategy & Governance
- Learning Operations
- Instructional Design
- Curriculum Development
- Digital Learning Ecosystems
- Blended Learning
- Learning Analytics
- LMS Strategy
- Vendor Management
- Budget Management
- Build/Buy/Borrow Strategy
- Stakeholder Management
- Team Leadership
- Performance Measurement
- Agile Development
- Speed-to-Proficiency Metrics
- Executive Partnership

CERTIFICATIONS

CPTD

Certified Professional in Talent Development

AI in L&D

Applying AI Certificate – ATD

Coaching

Coaching Certificate – ATD

eLearning Design

Advanced eLearning Design

Independent Learning & Development Consultant (cont'd)

- Advised on training requirements and led Agile-based development for Veterans Crisis Line, FEMA, and VA programs, creating Salesforce new-user training that supported rollout, readiness, and adoption.
- Designed Salesforce CRM and change management solutions for financial services clients, supporting technology adoption and workflow integration.

Director, Learning and Development

USA Funds · Indianapolis, IN

May 2010 – Dec 2015

- Directed L&D and talent strategy at USA Funds, leading an 8-person team across leadership development, succession planning, onboarding, compliance training, LMS operations, and extended-enterprise learning. Supported a 500K+ learner base and earned a Brandon Hall International Gold Award for Best Extended Enterprise Learning Solution.
- Directed L&D and talent strategy for a 500K+ learner base, leading an 8-person team across leadership development, onboarding, compliance training, LMS operations, and extended-enterprise learning.
- Reduced new-hire ramp-up by 50% and improved proficiency by 20% by redesigning onboarding around competency-based milestones and targeted performance support.
- Earned Brandon Hall International Gold Award for Best Extended Enterprise Learning Solution, recognizing scalable learning impact beyond the internal employee population.
- Partnered with senior leaders on succession planning, leadership development, and workforce readiness initiatives aligned to business growth and operational priorities.

Earlier Experience

USA Funds · Learning & Development / Instructional Design Roles

Advanced through roles of increasing responsibility in financial services L&D, supporting employee readiness, compliance-sensitive training, operational learning, stakeholder engagement, and performance improvement.

EDUCATION

Master of Science – Business Management – Indiana Wesleyan University – Marion, IN

Bachelor of Science – Business Administration – University of Indianapolis – Indianapolis, IN

AWARDS & RECOGNITION

Brandon Hall Gold Award – Best Extended Enterprise Learning Solution – Brandon Hall Group

Leadership Excellence Award – USA Funds

Excellence in Innovation – USA Funds